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ABSTRACT

Intended for use in conducting short seminars on sanitation for restaurant owners and managers, unit two of the curriculum guide is organized to provide four hours of classroom instruction. Four major concepts are emphasized. The first concept, providing sanitary conditions in food service establishments, discusses safe use and storage of cleaning supplies, safe handling of garbage and refuse, and control of pests and insects. The second topic, sanitary procedures of storing and holding food deals with storage suitable for a variety of food categories and safe temperature for holding and storing food. Health, hygiene, and grooming are considered in the third concept discussed, the sanitary food handler. The final topic, sanitary working habits for food handlers, focuses on sanitary procedures in handling food and serving equipment and keeping work areas clean. A four-page resource guide lists books, bulletins, pamphlets, and curriculum guides with sources and prices. The appendix includes scripts for slide presentations and transparency masters. (MW)

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Seminar On Sanitation

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1972

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W.O. 718

Unit II

SEMINAR ON SANITATION

for

Restaurant Owners and Managers

Teaching Guide Prepared by
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1972

FOREWORD

This guide is the second of two short seminars on sanitation to up-grade restaurant owners and managers on sanitary practices.

The need for such a unit and the content of the course were established by a committee composed of representatives of the:

- Division of Home Economics Education
- Ashland Area Vocational School
- Northern Kentucky Area Vocational School
- Curriculum Development Center
- State Department of Health
- Kentucky Restaurant Association

Final editing of the guide was done by Dr. Herbert Bruce, Curriculum Development Center, University of Kentucky.

The cover and some of the transparencies were designed by Tom Vantreese. Other transparencies were designed by Ray Gilmore. Both Mr. Vantreese and Mr. Gilmore are artists for the Curriculum Development Center, University of Kentucky.

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Guidelines for Organization of
Seminar on Sanitation for Restaurant Managers

1. The teacher selected to conduct a seminar should contact the local representative of the State Department of Health (sanitarian) and the local representative of the Kentucky Restaurant Association (President, if organized) and arrange a meeting for making overall plans for the seminar. The following recommendations should be considered at the meeting:

   (a) It may be advantageous to hold the seminar in the spring or fall when restaurants are not busy with extra customers during holidays or vacation months.

   (b) Restaurant managers may find it more convenient to be away from their business establishments between 2:00 and 4:00 in the afternoon.

   (c) Hold the two sessions of the seminar on consecutive days--or within a two-week period.

   (d) Hold the seminar at a place with adequate parking space and facilities for using audio-visual equipment.

2. Promotional activities for the seminar need to be planned jointly with the Health Department and a representative of the Restaurant Association. Activities may include:

   (a) Personal contacts by representatives of 3 co-sponsoring agencies

   (b) Printed flyers giving seminar description

   (c) A memo from the local Health Department near the time of the seminar

   (d) Announcements from the Kentucky Restaurant Association

3. It is the responsibility of the teacher to notify the Division of Vocational Home Economics of the exact time and place a specific seminar will be taught. They, in turn, will notify the Division of Environmental Services of the State Department of Health and the Kentucky Restaurant Association.

4. Limiting enrollment in one seminar to 25-35 people will allow for more participation by those in the group.

5. Limiting the persons invited to food service managers, supervisors, or others in managerial positions will allow the teacher to slant the material to the needs of management. (It is usually better to start education at the top of the employment ladder and move down to the workers.)

6. The teacher needs to keep an accurate record of enrollment and attendance. This record shall accompany the report sent to the Division of Vocational Home Economics at the end of the seminar.

7. It is advisable to award certificates of attendance to those who attended all sessions of the seminar.

Hints to Teachers

1. Name tags are a good idea with most groups.
2. Materials and supplies should be ordered in advance.
3. The teacher may contact the Division of Home Economics Education, Frankfort, Kentucky for copies of the slides produced by the Health Department and the Western Kentucky University Manual, "Guides to Food Service."
4. Pre-arrange the classroom in such a way that each student will have a good view of the visuals.
5. All equipment should be checked to be sure it is operational, and replacement bulbs, etc., should be available in case they are needed.
6. Excellent suggestions for preparing for such a class are given on pages 7-11 of Health, Education, and Welfare bulletin, "Sanitary Food Service."
7. It is a good idea to supply a folder in which the student may keep materials received in the class. These may be given out at registration, placed where each student will sit, given at the end of the session as a means of summarizing, or given out as needed.
8. If you wish to write something for the students to see such as a list or summary, an overhead projector is a better choice than a chalkboard.
9. An effective interest approach is to make a display of all the materials you can find that would be helpful for the employer to use in training employees.

Conceptual Outline-Unit II

SEMINAR ON SANITATION FOR RESTAURANT OWNERS AND MANAGERS

Time: 4 Hours - 2 Sessions

Concept I: Providing Sanitary Conditions in Food Service Establishments

A. Safe use and storage of cleaning supplies

B. Safe handling of garbage and refuse

C. Control of insects and rodents

Concept II: Sanitary Procedures of Storing and Holding Food

A. Storage suitable for a variety of food categories

B. Safe temperature for holding and storing food

Concept III: The Sanitary Food Handler

A. Health

B. Hygiene

C. Grooming

Concept IV: Sanitary Working Habits for Food Handlers

A. Sanitary procedures in handling food and serving equipment

B. Keeping work areas clean

UNIT II

SESSION I: Part I

MAJOR CONCEPT: Providing Sanitary Conditions in Food Service Establishments

SUPPORTING CONCEPT:
A. Safe use and storage of cleaning supplies
B. Safe handling of garbage and refuse
C. Control of insects and rodents

BEHAVIORAL OBJECTIVE FOR UNIT: Recognize the need for helping employees develop sanitary practices in the safe use and care of cleaning supplies, the sanitary handling of garbage, and the control of insects and rodents.

SPECIFIC PERFORMANCE OUTCOMES: The student will -
- identify the safe use and storage of cleaning supplies,
- describe the responsibilities of both employer and employee in the proper handling of garbage and refuse,
- share experiences in the control of insects and rodents.

GENERALIZATION: Practicing good sanitation results in a clean food service establishment, a safe food supply, and less food loss.

Some Supporting Content and Generalizations	Teaching Strategies Learning - Evaluating Experiences	Resources
The practice of good sanitation is a must for a food service establishment. People will not give repeated business to restaurants that are not clean and well maintained.	Registration of students Overview of Seminar Interest Approach: View slides depicting conditions found in many restaurants. (Note: The script for this group of slides is found in the appendix.) Explore the need to have a regular schedule for care and cleaning of a food service establishment to promote sanitation.	Sample of registration sheet Appendix A Kentucky State Department of Health Slides Numbers I-1-2, I-15-16, I-20-23, I-27, and III-11a-19. Appendix B

Some Supporting Content and Generalizations	Teaching Strategies Learning - Evaluating Experiences	Resources
Individual food service establishments need to develop cleaning schedules which meet their specific needs.	Choose what tasks should be included in a daily, a weekly, and a special occasion cleaning schedule.	Sanitary Techniques in Food Service, Longrée and Blaker. pp. 68-69
It is the responsibility of a food service establishment to provide a separate storage area for materials, utensils, and equipment used in cleaning.	Discuss management's responsibility in providing for the sanitary use, care and storage of cleaning materials, cleaning utensils, and cleaning equipment.	Sanitary Techniques in Food Service, Longrée and Blaker. pp. 67 Sanitary Food Service, H.E.W. pp. 89
Each employee plays an important role in achieving cleanliness in a food service establishment and in handling cleaning supplies in a safe and acceptable manner.	Suggest ways of helping employees understand the need for safe use and storage of cleaning supplies.	
The compounds commonly used for cleaning in a food service establishment are detergents, germicides or sanitizers and drying agents.	Participate in "round-robin" discussion of cleaning compounds and their uses.	Food Sanitation Study Course, Jernigan. pp. 24-27
The employer is responsible for the sanitation of his establishment. He, in turn, delegates responsibilities to the employee.	Cite employer's responsibilities in training employees to accept their responsibilities for cleaning and sanitizing surface areas and equipment. Some suggestions are to: - assign each employee the area where he is stationed and hold him accountable for its cleanliness, - develop and post daily, bi-weekly, and special occasion cleaning schedules,	Sanitary Techniques in Food Service, Longrée and Blaker. pp. 68

Some Supporting Content and Generalizations	Teaching Strategies Learning - Evaluating Experiences	Resources
	- train personnel in cleaning procedures, - post specific cleaning directions, - provide the proper equipment, utensils, and materials for cleaning, - provide supervision to see that individual responsibilities are carried out.	
Floor surfaces of smooth, impervious materials are easier to clean and keep clean.	Develop guidelines to be used in the care of the following: - floors,	Sanitary Techniques in Food Service, Longree and Blaker. pp. 70-73 Sanitary Food Service, H.E.W. pp. 86
Walls need to be kept free of all types of soil. The frequency of cleaning will depend on the rate at which soil builds up.	- walls and ceilings,	Sanitary Techniques in Food Service, Longree and Blaker. pp. 73-75 Sanitary Food Service, H.E.W. pp. 86
Soil from hoods may drop into food and cause contamination.	- hoods and hood filters,	Sanitary Techniques in Food Service, Longree and Blaker. pp. 76
All surface areas are a source of contamination if they are not kept immaculately clean.	- surface areas,	Sanitary Techniques in Food Service, Longree and Blaker. pp. 68 Sanitary Food Service, H.E.W. pp. 87

Some Supporting Content and Generalizations	Teaching Strategies Learning - Evaluating Experiences	Resources
Washrooms need to be kept scrupulously clean at all times. This requires the interest and cooperation of all employees.	- employees' washrooms and locker rooms.	Sanitary Techniques in Food Service, Longree and Blaker. pp. 76 Sanitary Food Service, H.E.W. pp. 87-88
	Summarize by viewing and discussing handout.	Good Housekeeping is Good Business, Kentucky State Department of Health, Sanitary Bulletin, P.O. 6B
Garbage incorrectly collected and stored: - provides a breeding place for insects and rodents, - helps feed insects and rodents, - may contaminate food preparation equipment, food which is stored, and food being prepared.	Answer question: In what way is improper garbage disposal a danger to the food service establishment?	
Food wastes must be kept in leak-proof, non-absorbent containers, with tight fitting lids.	Describe the responsibilities of restaurant owners and managers in providing sanitary garbage disposal.	Sanitary Food Service, H.E.W. pp. 88 Sanitary Techniques in Food Service, Longree and Blaker. pp. 63 Food Sanitation Study Course, Jernigan. pp. 29 Transparency, Appendix C

Some Supporting Content and Generalizations	Teaching Strategies Learning - Evaluating Experiences	Resources
The practice of sanitary procedures must become routine and habitual for all employees.	Describe the responsibilities of employees in the use and care of garbage disposal facilities.	Sanitary Techniques in Food Service, Longree and Blaker. pp. 64 Food Sanitation Study Course, Jernigan. pp. 29
The three pests which cause the most problems in food service establishments are the fly, the roach, and the rat.	Share problems of food service establishments which are caused by pests.	
	Describe methods of controlling the following:	Guidelines to Food Service, W.K.U. Manual. pp. III-32 Pest Prevention, National Restaurant Association
The control of flies includes destroying breeding places, preventing flies from entering the establishment, killing any which do enter the building, and covering and/or refrigerating all food which is stored or displayed.	flies,	Sanitary Food Service, H.E.W. pp. 76-77 Sanitary Techniques in Food Service, Longree and Blaker. pp. 30-31 and 66 Food Service Study Course, Jernigan. pp. 30 Your Personal Check List, Fly Control in Food Service, Oregon State Health Division

Some Supporting Content and Generalizations	Teaching Strategies Learning - Evaluating Experiences	Resources
The control of cockroaches requires that everything be kept clean, all food and garbage be kept covered, and the use of approved insecticides.	- cockroaches,	Sanitary Food Service, H.E.W. pp. 77-78 Sanitary Techniques in Food Service, Longree and Blaker. pp. 66 and 30-31 Food Sanitation Study Course, Jernigan. pp. 30
The control of rats requires the ratproofing of storerooms, off-the-floor storage, cleanliness of garbage disposal areas, and sanitary disposal of garbage.	- rats.	Sanitary Techniques in Food Service, Longree and Blaker. pp. 30 and 66 Sanitary Food Service, H.E.W. pp. 78-80
Pesticides are made to kill. They will seriously impair the health of man if improperly used.	Develop guidelines for the safe use of pesticides.	Guidelines to Food Service, W.K.U. Manual. pp. III-33 Sanitary Food Service, H.E.W. pp. 80-81
	Summarize by viewing a transparency showing how to control insects and rodents and/or studying the leaflet, Flies, Rats, and Roaches.	Control of Insects and Rodents, H.R.E.T. Transparency, Lesson 3 Number 1 Flies, Rats and Roaches, Kentucky State Department of Health Cockroaches, How to Control Them, U.S.D.A. Leaflet 430

UNIT II

SESSION I: Part II

MAJOR CONCEPT: Sanitary Procedures of Storing and Holding Food

SUPPORTING CONCEPT: A. Storage suitable for a variety of food categories
B. Safe temperature for holding and storing food

BEHAVIORAL OBJECTIVE FOR UNIT: Recognize the need for encouraging employees to use sanitary methods of handling and storing food.

SPECIFIC PERFORMANCE OUTCOMES: The student will -
- identify and cite the need for dry storage, refrigeration storage, and frozen storage in a food service establishment,
- set up guidelines for holding food at the proper temperature until served,
- identify foods which are potentially dangerous if held at improper temperatures.

GENERALIZATION: To protect the public, all foods served in a food service establishment must be properly stored, correctly prepared and held at safe temperatures until served.

Some Supporting Content and Generalizations	Teaching Strategies Learning - Evaluating Experiences	Resources
Dry storage, frozen storage, and refrigeration storage will need to be provided in order to safeguard food both before and after it has been prepared.	Identify the types of food storage it is necessary to provide in a food service establishment.	Guidelines to Food Service, W.K.U. Manual, Part IV. pp. 5
Foods not requiring refrigeration are stored on clean racks, dollies, shelves, or other clean surfaces and always above floor level. Adequate measures will need to be taken to protect food from splash, flooding, and/or other sources of contamination	Cite rules for the safe dry storage of foods.	Kentucky State Department of Health Slide No. I-5, Food Sanitation Study Course, Jernigan. pp. 32

Some Supporting Content and Generalizations	Teaching Strategies Learning - Evaluating Experiences	Resources
Persons making deliveries need not enter the kitchen if the receiving and storage operations are well planned.	List general rules for checking and storing deliveries.	Sanitary Techniques in Food Service, Longree and Blaker. pp. 143-145
Bacteria die or stop multiplying when food is kept above 140°F or below 45°F.	View and discuss transparencies showing how temperature affects the growth of bacteria in food.	Conditions Affecting the Growth of Bacteria, H.R.E.T. Transparency. Lesson 2, Number 1
Refrigeration is chilling (removing heat from food) and holding at above freezing temperature. This temporarily preserves foods.	Cite rules for the correct safe use of refrigerator and freezer storage.	Food Sanitation Study Course, Jernigan. pp. 33-34 Sanitary Food Service, H.E.W. pp. 42-43
Frozen storage involves quick freezing of foods and holding them at non-fluctuating temperatures of 0°F or below. Foods so held will maintain top quality for more than a few days or weeks. A daily record of temperature, length of storage time, and food quality are helpful in keeping food safe.		Sanitary Technique in Food Service, Longree and Blaker. pp. 162-169
	View and discuss transparencies showing how to store food to prevent food spoilage.	Detecting Food Spoilage, H.R.E.T. Transparency. Lesson 3, Number 2.

Some Supporting Content and Generalizations	Teaching Strategies Learning - Evaluating Experiences	Resources
Foods must not be allowed to remain in the danger zone temperature.	Set up guidelines for keeping hot foods hot and cold foods cold and determine why this is important.	Sanitary Food Service, H.E.W. pp. 41-43 and 45 Guidelines for Food Service, W.K.U. Manual. Part IV, pp. 5-9
	(Note: Teacher may want to use leaflets from the National Restaurant Association as handouts.)	Hot Facts About Food Protection and Cold Facts About Food Protection, National Restaurant Association
The minimum holding temperature is 140°F when keeping food hot for a period of time before serving.	Set up rules for preventing the multiplication of bacteria in food being held hot until served.	Sanitary Techniques in Food Service, Longree and Blaker. pp. 162
It is important to keep cold foods chilled while on display.	Establish standards for preventing multiplication of bacteria in chilled food which is being held until served.	Sanitary Techniques in Food Service, Longree and Blaker. pp. 162-167
Some potentially dangerous foods are: - foods containing eggs and/or milk, - prepared foods such as sandwich fillings and salads containing meat, poultry, seafood, and eggs, - food which has been ground, sliced, shaped, mixed, or handled in any way.	Recall and discuss foods which are especially dangerous to hold after preparation because of the rate at which bacteria multiply in them.	Sanitary Techniques in Food Service, Longree and Blaker. pp. 165 and 170-186 Sanitary Food Service, H.E.W. pp. 45
	(Note: Teacher may want to prepare handouts of Appendix D for students to use as references in their own food establishments.)	"Temperatures Important for Proper Protection of Food," Appendix D

Some Supporting Content and Generalizations	Teaching Strategies Learning - Evaluating Experiences	Resources
	Summarize by viewing and discussing appropriate slides. (Note: Script for slides is Appendix E.) View and discuss filmstrip emphasizing ways to protect food from contamination. Listen to and react to a preview of the second session. (Note: Ideas are given, for previewing a session, in "Sanitary Food Service.")	Kentucky State Department of Health Slides Numbers I-8, I-18, and IV-41-43 Protecting the Public, Part 2, "Food Protection" Sanitary Food Service, H.E.W. Booklet. pp. 9

UNIT II

SESSION II: Part I

MAJOR CONCEPT: The Sanitary Food Handler

SUPPORTING CONCEPT: A. Health
B. Hygiene
C. Grooming

BEHAVIORAL OBJECTIVE FOR UNIT: Identification of good personal hygiene, health, and grooming practices.

SPECIFIC PERFORMANCE OUTCOMES: The student will - recognize and encourage the practice of higher standards of personal hygiene and grooming,
- encourage employees to maintain good health and have regular physical examinations.

GENERALIZATION: Personal appearance is dependent upon personal cleanliness, health and grooming, and influences the impression made by an employee.

Some Supporting Content and Generalizations	Teaching Strategies Learning - Evaluating Experiences	Resources
The well-groomed waiter/waitress is one who carefully attends to all details of health, manners, hair, figure, make-up, clothes, posture and cleanliness.	View a filmstrip which encourages good grooming. Discuss grooming as it relates to the customers' views. Determine the grooming techniques employees need to practice.	Protecting the Public Series, Part I, "The Personal Side" or The Smart Waitress Series, Part I, "The Personal Presentation" Canada Service Speaks Out, Field. pp. 9-13 The Correct Waitress, Dietz. pp. 16-18 Every Customer Is My Guest, Ross. pp. 36-38

Some Supporting Content and Generalizations	Teaching Strategies Learning - Evaluating Experiences	Resources
	Summarize good grooming practices as they apply to employees.	
	(Note: The instructor may want to use appendixes as transparencies or handouts.)	Appendixes F and G
	Identify the personal hygiene responsibilities of employees.	Your Personal Check List Series, "Temporary Operation Edition," and "Waitress Edition" Food Sanitation Study Course, Jernigan. pp. 4-5 Every Customer Is My Guest, Ross. pp. 44-45 Sanitary Food Service, H.E.W. pp. 51-52
It is the employee's responsibility to wash hands before beginning to work, after coffee breaks, after smoking, after using toilet facilities, after touching soiled surfaces or items, and after coughing, sneezing, or blowing nose.	View and discuss transparency showing correct handwashing procedures.	Procedure for Handwashing, H.R.E.T. Transparency, Lesson 2, Number 3

Some Supporting Content and Generalizations	Teaching Strategies Learning - Evaluating Experiences	Resources
	Define the employees responsibility to maintain good health.	Sanitary Techniques in Food Service, Longree and Blaker. pp. 147-151
Pre-employment and yearly medical examinations are a preventive health measure for food handlers.	Explain the purpose of the health examination in relation to food service workers.	Food Sanitation Study Course, Jernigan. pp. 4
Employees need to: - develop a schedule which allows for adequate recreation, exercise, rest, and sleep, - eat a balanced diet, - maintain good dental hygiene, - have periodic dental examinations.	Describe the health habits employees need to develop.	The Correct Waitress, Dietz. pp. 16
	Invite a panel to discuss desirable personal characteristics of food service workers.	Suggested panel members: - employer, - customer, - food service worker.

UNIT II

SESSION II: Part II

MAJOR CONCEPT: Sanitary Working Habits for Food Handlers

SUPPORTING CONCEPT: A. Sanitary procedures in handling food and serving equipment
B. Keeping work areas clean

BEHAVIORAL OBJECTIVE FOR UNIT: Comprehend the value of sanitary practices when handling and serving food.

SPECIFIC PERFORMANCE OUTCOMES: The student will - identify practices to follow in providing sanitary service of food,
- evaluate sanitary practices of employees who serve food,
- encourage improved sanitary practices in the food service establishment he represents.

GENERALIZATION: Practicing proper sanitation techniques, when serving food, prevents the spread of disease and improves customer satisfaction.

Some Supporting Content and Generalizations	Teaching Strategies Learning - Evaluating Experiences	Resources
Each employee has the responsibility of establishing sanitary work habits to protect his/her own health as well as that of the customer.	View and discuss transparencies showing how poor work habits cause food contamination.	Bacteria Growth and Preventing Spread, H.R.E.T. Transparency, Lesson 2, Number 1
	Determine sanitary methods of handling food and beverages.	Food Sanitation Study Course, Jernigan. pp. 44-45 Sanitary Food Service, H.E.W. Booklet, pp. 53-54
	Demonstrate the correct way to handle silver, glasses, and china stressing the importance of sanitary practice with both soiled and clean dishes.	Food Service Employee, Texas Guide. pp. A20-A21 Every Customer Is My Guest, Ross. pp. 45-46 Food Service Check List, Kentucky State Department of Health

Some Supporting Content and Generalizations	Teaching Strategies Learning - Evaluating Experiences	Resources
Handling food with tongs, plastic gloves, forks, spoons, scoops, or spatulas will help prevent contamination.	Demonstrate sanitary methods of serving food.	
Side work refers to the duties of the waiter/waitress not directly concerned with service to the guest. It is as important to use sanitary methods in handling this side work as it is to use sanitary serving techniques.	Discuss waiter/waitress responsibility in handling side work in a sanitary manner.	Every Customer Is My Guest, Ross. pp. 97-101
	View slides which point out sanitary food serving practices.	Kentucky State Department of Health Slides Numbers IV-8-14 and IV-45-56
	(Note: The script for this group of slides is found in the Appendix.)	Appendix H
	Develop a checklist of required personal qualities suitable for management to use with employees.	Dietition Aide, Texas Guide. pp. A169-A171
	Discuss desirable and undesirable ways of encouraging employees to meet this criteria.	
	(Note: Appendixes I-K may afford a humorous way to lead into the above discussion.)	Appendixes I, J, and K

Some Supporting Content and Generalizations	Teaching Strategies Learning - Evaluating Experiences	Resources
	Summarize the seminar with the aid of transparencies made from Appendixes L-P.	Appendixes L, M, N, O, and P
	(Note: Teacher may want to suggest some training aids which would help employees train themselves.)	The Thalco Trainer For Waitresses and Waiters, Fishman. Training Yourself For Food Service, Restaurant Hotel Aids, Inc.
	Evaluate the seminar using evaluation sheet.	pp. 20
	(Note: Certificates of attendance may be awarded to those who have attended both sessions.)	

EVALUATION

Directions:

This evaluation is being made to determine the merits and weaknesses of this program. Please answer each question thoroughly and thoughtfully. Be critical. Any suggestions you might have for improving this program will be greatly appreciated.

1. Do you feel the overall content of this program met your immediate needs?
   Yes _____ No _____
   Comments:

2. What are your recommendations as to the teaching of this class in the future, e.g. who should attend, time of day it should be taught, whether the classes should be on consecutive days or once a week, number of lessons needed, what time of year it should be offered etc.

3. What do you feel is needed for future class discussion?

4. What is your most difficult function in food service management?

5. What changes do you intend to make in your food service establishment as a result of these lessons?

6. List below any further comments you would like to make concerning this and future experiences in such a program.

RESOURCE MATERIAL

Seminar on Sanitation Unit II

Books, Bulletins, Pamphlets, and Curriculum Guides	Author or Source	Publisher and/or Address	Date	Cost
Cinda Service Speaks Out About Your Career As A Sales Hostess	David W. Field	Ohio State Restaurant Association 40 South Third Street Columbus, Ohio 43215		$ 1.00
Cockroaches, How To Control Them	U.S.D.A. Leaflet No. 430	Superintendent of Documents U.S. Government Printing Office Washington, D.C. 20402	1971	.10
Cold Facts About Food Protection	National Restaurant Association, Inst. Materials Center	1530 North Lake Shore Drive Chicago, Illinois 60610		minimum order 10/50¢
Dietition Aide	Instructional Materials Center	Texas Tech University P.O. Box 4067 Lubbock, Texas 79409	1969	$10.00
Every Customer Is My Guest	Jean Ross	Department of Trade and Industry Halifax, Nova Scotia, Canada	1966	$ 1.00
Flies, Rats, and Roaches, Sanitation Bulletin, P.O. 4B	Kentucky State Department of Health Division of Sanitation	275 East Main Street Frankfort, Kentucky 40601	1956	Free
Food Sanitation, Study Course	Anna Katherine Jernigan	Iowa State University Press Ames, Iowa 50010	1971	$3.95
Food Service Check List, Sanitation Bulletin, P.O. 2B	Kentucky State Department of Health Division of Sanitation	275 East Main Street Frankfort, Kentucky 40601	1956	Free

Books, Bulletins, Phamphlets, and Curriculum Guides	Author or Source	Publisher and/or Address	Date	Cost
Food Service Employee	Instructional Materials Center	Texas Tech University P.O. Box 4067 Lubbock, Texas 79409	1969	$10.00
Good Housekeeping Is Good Business, Sanitary Bulletin, P.O. 6B	Kentucky State Dept. of Health Division of Sanitation	275 East Main Street Frankfort, Kentucky 40601	1956	Free
Guidelines to Food Service	Western Kentucky University Marvin T. Bond, Elizabeth M. Elberty, Mulford C. Lockwood,	Available from: Home Economics Education Department of Vocational Educ. Frankfort, Kentucky 40601	1971	free loan
Hot Facts About Food Protection	National Restaurant Association	1530 North Lake Shore Drive Chicago, Illinois 60610		minimum order 10/50¢
Pest Prevention	National Restaurant Association	1530 North Lake Shore Drive Chicago, Illinois 60610	1970	$1.00
Sanitary Techniques in Food Service	Karla Longree and Gertrude Blaker	John Wiley and Sons, Inc. Eastern Distribution Center One Wiley Drive Somerset, New Jersey 08873	1971	$4.95 paperback 7.50 cloth
Sanitary Food Service	Department of Health, Education and Welfare	Superintendent of Documents Washington, DC 20402	1969	$1.50
The Correct Waitress	Susan M. Dietz	Ahrens Book Company 116 West 14th Street New York, NY 10011	1963	$1.25
The Thalco Trainer for Waitresses and Waiters	E. Ronald Fishman	The Almark Company 11306 Idaho Avenue Hollydale, South Gate, CA 90282	1966	

Books, Bulletins, Pamphlets, and Curriculum Guides	Author or Source	Publisher and/or Address	Date	Cost
Training Yourself for Food Service	Restaurant Hotel Aids, Inc.	2120 Gerard Avenue South Minneapolis, Minnesota 55405		
Your Personal Check List Series: -"Fly Control in Food Service", -"For Meat Selection and Protection", -"Temporary Operation Edition", -"Waitress Edition".	Oregon State Health Division	P.O. Box 231 Portland, Oregon 97207		Free

Filmstrip	Source	Address	Date	Cost
Protecting the Public Series: - Part 2, "Food Protection",	National Restaurant Association	1530 North Shore Drive Chicago, Illinois 60610	1969	35.95 for set of 3
- Part 1, "The Personal Side".	National Restaurant Association	1530 North Shore Drive Chicago, Illinois 60610		
The Smart Waitress Series: - Part 1, "The Personal Presentation".	National Restaurant Association	1530 North Shore Drive Chicago, Illinois 60610		59.50 for set of 4

Slides	Source	Address	Date	Cost
Kentucky State Department of Health Slides		Available from: Home Economics Education Department of Education Frankfort, Kentucky 40601	1969	free loan

Transparencies	Source	Address	Date	Cost
Bacterial Growth and Preventing Spread, Lesson 2, Number 2	Hospital Research and Educational Trust	840 North Lake Shore Drive Chicago, Illinois 60610		approximately $250.00 per set
Conditions Affecting the Growth of Bacteria, Lesson 2, Number 1	Hospital Research and Educational Trust	840 North Lake Shore Drive Chicago, Illinois 60610		
Control of Insects and Rodents, Lesson 3, Number 1	Hospital Research and Educational Trust	840 North Lake Shore Drive Chicago, Illinois 60610		
Detecting Food Spoilage, Lesson 3, Number 2	Hospital Research and Educational Trust	840 North Lake Shore Drive Chicago, Illinois 60610		
Procedure for General Mopping, Lesson 4, Number 1	Hospital Research and Educational Trust	840 North Lake Shore Drive Chicago, Illinois 60610		
Procedure for Handwashing, Lesson 2, Number 3	Hospital Research and Educational Trust	840 North Lake Shore Drive Chicago, Illinois 60610		

Restaurant	Address	Name of Representative	Position Held	Date of 1st Seminar	Date of 2nd Seminar

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SCRIPT FOR SLIDE PRESENTATION

A wide variety of food service establishments are rendering invaluable service to the public. They vary from the atmosphere restaurant (Slide I-1) to mobile food units. (Slide I-2)

Visualize your own establishment and the sanitary practices carried out there. How does it compare with the conditions found here, (Slide I-20) or here, (Slide I-22), or here? (Slide I-23)

Floor surfaces of food service establishments should be of a smooth non-absorbent material and constructed so they can be easily cleaned. (Slides I-15 and I-16) Frequent cleaning and mopping of floors is a must. During food preparation spills must be removed by mopping for both sanitary and safety reasons. (Slide IV-27)

The heart of the kitchen is the preparation and cooking area which should be centrally located with stoves, ovens, steamers, and fryers under a single exhaust canopy hood. (Slide III-11a and III-11b)

The vegetable sinks, peelers, and choppers can be the furthest removed from the serving area. Since much garbage is produced in this operation, this area should be close to the garbage storage or waste disposal point. These slides show a vegetable preparation area. (Slides III-12a and III-12b)

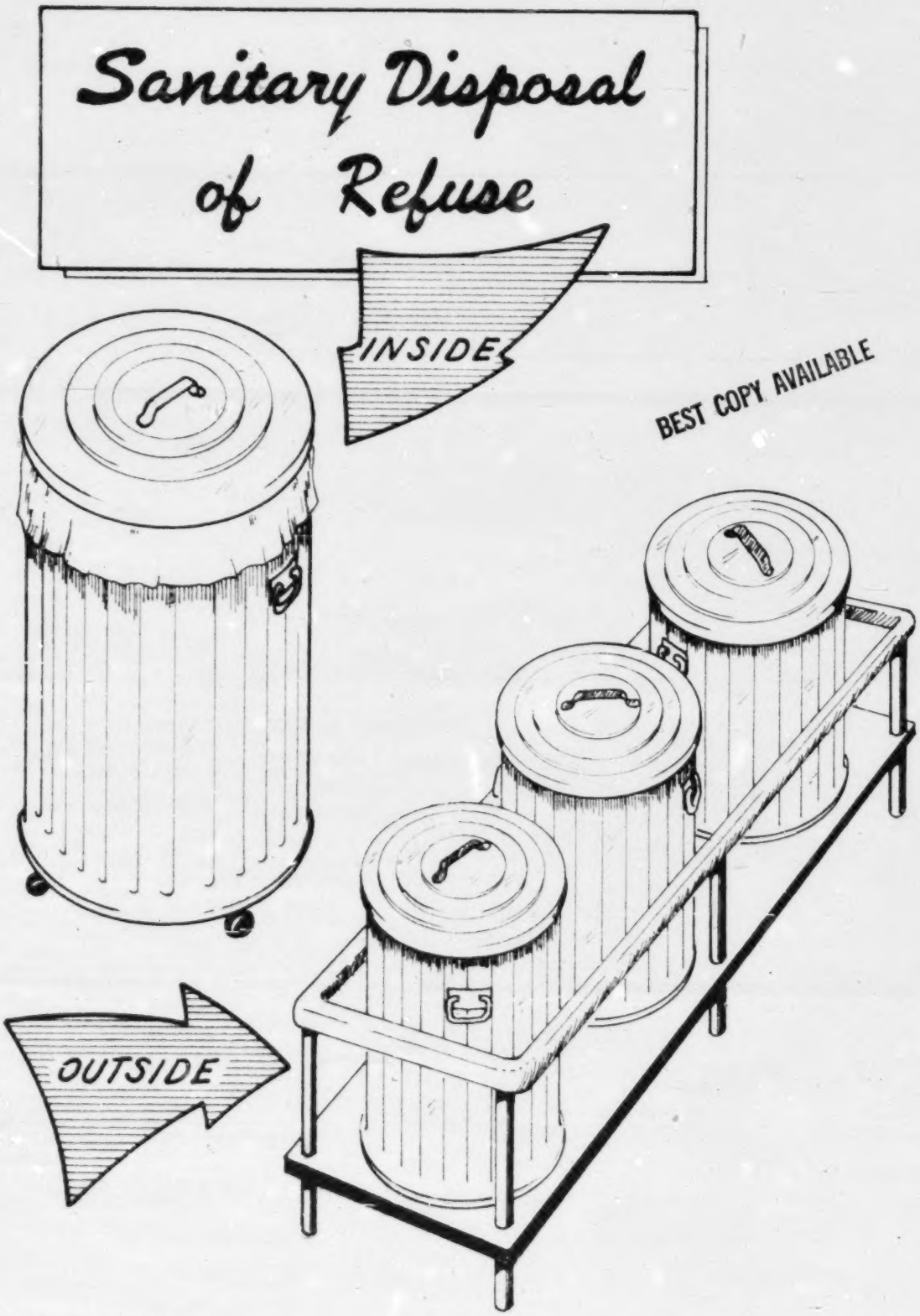
The pastry area should be near the ovens and mixers. This slide depicts a pastry area. (Slide III-13a) This one shows a rotary oven. (Slide III-13b)

The salad preparation area should be oriented to the serving area. (Slide III-14a) and to the salad refrigerator. (Slide III-14b)

This is (Slide III-15) a refrigerated storage room for solid waste which is conveniently located for pick-up. Persons engaged in the removal of garbage as well as delivery men should not have to enter the kitchen. (Slide III-16)

Open burning of refuse is both undesirable and illegal. (Slide III-18)

Rats and insects are expensive. For example, rats destroy ten times as much food as they eat. Each rat costs the food service establishment between $5.00 and $20.00 per year. (Slide III-19)



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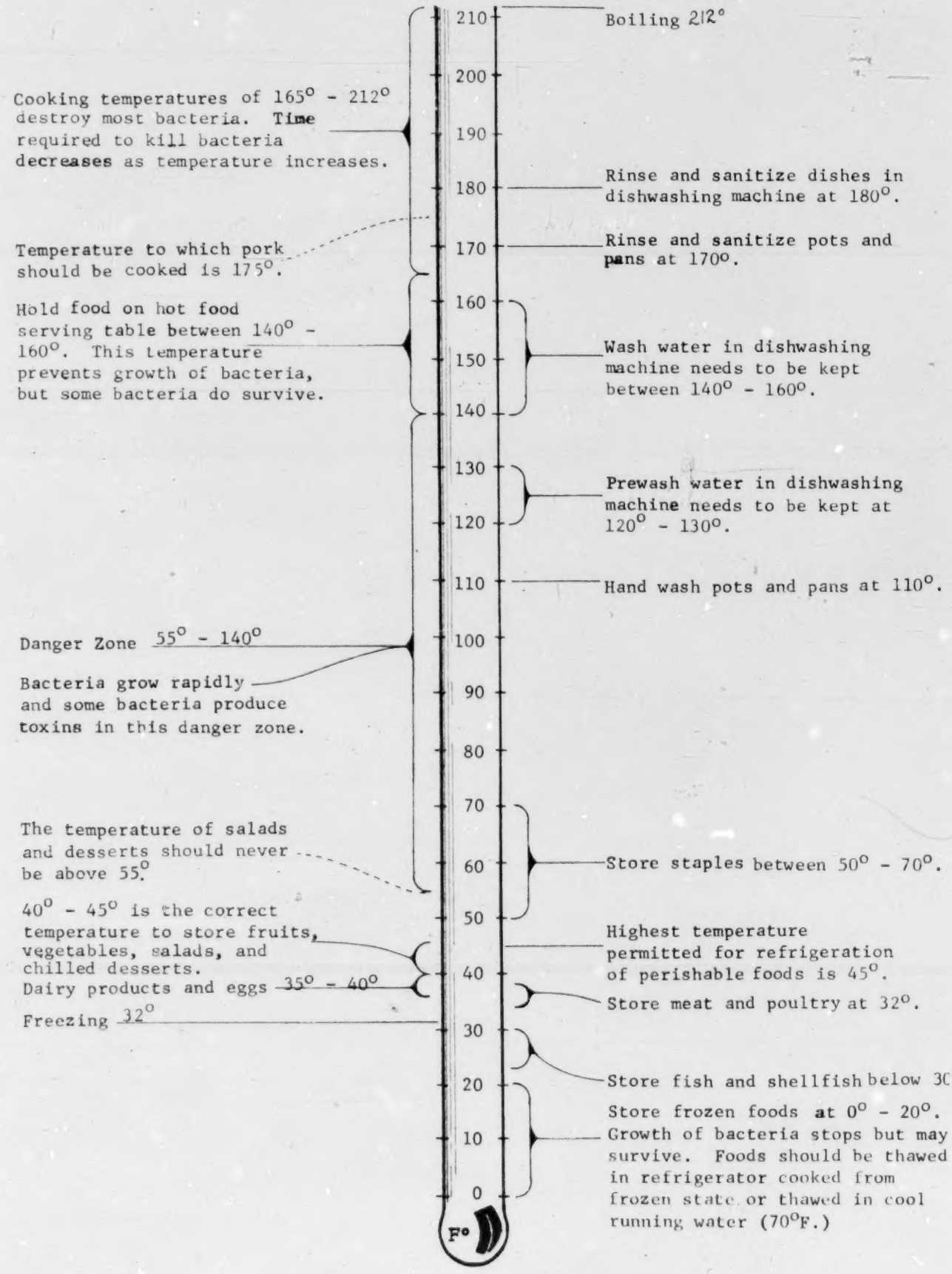
TEMPERATURES IMPORTANT FOR PROPER PROTECTION OF FOOD


210
200
190
180
170
160
150
140
130
120
110
100
90
80
70
60
50
40
30
20
10
0
F°
Boiling 212°
Cooking temperatures of 165° - 212° destroy most bacteria. Time required to kill bacteria decreases as temperature increases.
Rinse and sanitize dishes in dishwashing machine at 180°.
Temperature to which pork should be cooked is 175°.
Rinse and sanitize pots and pans at 170°.
Hold food on hot food serving table between 140° - 160°. This temperature prevents growth of bacteria, but some bacteria do survive.
Wash water in dishwashing machine needs to be kept between 140° - 160°.
Prewash water in dishwashing machine needs to be kept at 120° - 130°.
Hand wash pots and pans at 110°.
Danger Zone 55° - 140°
Bacteria grow rapidly and some bacteria produce toxins in this danger zone.
The temperature of salads and desserts should never be above 55°.
Store staples between 50° - 70°.
40° - 45° is the correct temperature to store fruits, vegetables, salads, and chilled desserts.
Highest temperature permitted for refrigeration of perishable foods is 45°.
Dairy products and eggs 35° - 40°
Store meat and poultry at 32°.
Freezing 32°
Store fish and shellfish below 3C
Store frozen foods at 0° - 20°.
Growth of bacteria stops but may survive. Foods should be thawed in refrigerator cooked from frozen state or thawed in cool running water (70°F.)

SCRIPT FOR SLIDE PRESENTATION

To get the best service from your cold storage areas, food should be packed loosely. (Slide I-8)

Cold foods must be kept below the danger zone of 45°F. One way of doing this is to prepare the foods quickly and get them into a refrigerator. Pass-through refrigerators (Slide IV-41) are very useful but must be kept at a very low temperature setting (approximately 34°F) because continuous opening allows for a rise in temperature.

Never keep food in a warming device for a prolonged period. (Slide IV-43)

Displayed food may be contaminated by sneezing, coughing, or by unnecessary handling. A customer may also contaminate food when he reaches over one item to pick up another item displayed at the back. (Slide I-18) All displayed foods must be protected against customer contamination. (Slide IV-42)

Grooming for Gals

- HAIR SHORT OR CONFINED. USE HAIR SPRAY OR WEAR A HAIRNET
- SMILE PLEASANTLY
- USE MODERATE AMOUNT OF MAKE-UP
- CLEAN TEETH THOROUGHLY
- MAINTAIN GOOD POSTURE
- BATHE OFTEN, APPLY DEODORANT AFTER BATHING AND BEFORE GOING TO WORK
- WEAR CLEAN UNIFORMS AT ALL TIMES.
- KEEP HANDS AND NAILS CLEAN
- NO COLORED NAIL POLISH
- A WEDDING, AN ENGAGEMENT RING, AND A WATCH ARE THE ONLY ACCEPTABLE JEWELRY.
- CHECK HEMLINE TO BE SURE IT IS EVEN WITH NO SLIP SHOWING
- WEAR CLEAN STOCKING THAT ARE FREE OF RUNS
- WEAR CLEAN, POLISHED SHOES IN GOOD REPAIR, PROPERLY FITTED

...LIMORE, INST. MATL. LAB. UK 748-2

Grooming for Guys

- HAIR NEATLY COMBED
  (If hair is long use hair spray or wear a cap.)
- SMILE PLEASANTLY
- CLEAN TEETH THOROUGHLY
- MAINTAIN GOOD POSTURE
- BATHE OFTEN, APPLY DEODORANT AFTER BATHING AND BEFORE GOING ON DUTY.
- WEAR CLEAN SHIRT DAILY
- KEEP UNIFORM CLEAN AND WELL PRESSED AT ALL TIMES
- KEEP HANDS AND NAILS CLEAN.
- WEAR CLEAN SOCKS DAILY
- WEAR CLEAN, POLISHED, PROPERLY FITTED SHOES, THAT ARE IN GOOD REPAIR
- WEAR NOISELESS HEELS

SCRIPT FOR SLIDE PRESENTATION

This slide demonstrates how objectionable it can be to see hands used improperly to place a glass on the table. (Slide IV-8)

In contrast the correct way to place a glass on the table is not objectionable. (Slide IV-9)

The hair of a waitress should be neat and restrained. (Slides IV-10 and IV-11)

Long fingernails and excessive jewelry have no place in either the preparation area or service area of food service establishments. (Slides IV-12 and IV-13)

This woman on the serving line does not display good grooming. (Slide IV-14) The soiled towel becomes more contaminated when carried on her shoulder.

Hair nets are preferred for long hair. Hair must be contained in some way to prevent the contamination of food. (Slide IV-15)

Trays placed in an upside-down position help reduce customer contamination. (Slide IV-45)

Utensils improperly arranged permit the "pawing" of the eating surface, which may cause contamination. (Slide IV-46)

Coffee mugs in an upside-down position are a good idea. (Slide IV-47)

Single service cups are often contaminated when they are separated. (Slide IV-49) The proper serving device prevents this type of contamination. (Slide IV-48)

Here silver is being improperly placed (by the part that comes in contact with the customer's mouth). (Slide IV-50)

This depicts the proper placement of silver. (Slide IV-51)

When the spout or lip is allowed to dip into the liquid, contamination will occur especially if it is a refill. (Slide IV-52)

The correct way to serve liquid is to keep the spout well above the cup when refilling. (Slide IV-53)

This is a typical poor scene - the waitress wipes the chair (Slide IV-54) and ashtray (Slide IV-55) and then the table (Slide IV-56) with the same damp cloth. She then proceeds to take the order and serve the food without washing her hands. Disinfectant should be used on wiping cloths and separate ones should be reserved for tables.

1" *Usually* DONE IN THE PRESENCE OF OTHERS !

- *BYSTANDERS ARE EMBARRASSED*
- *The EMPLOYEE EXPERIENCES CHAGRIN*

2" *most often* DONE WHILE ANGRY !

- *The CORRECTION GETS "PERSONAL"*
- *The SUPERVISOR "LOSES FACE"*

3" *Done* WITHOUT CHECKING !

- *THINGS SAID UNJUSTLY - NOT DESERVED*
- *FOREMAN IS PUT ON The SPOT*

VANTREESE, INST MATL LAB, U K , 719-1A

4 *Leaves* A FEELING OF RESENTMENT !

And Results in

- *ERRORS*
- *LOSS of PRODUCTION*
- *LIABILITY to ACCIDENTS*

TVANTICRROR INST MATL LAB, U.K., 719-1B

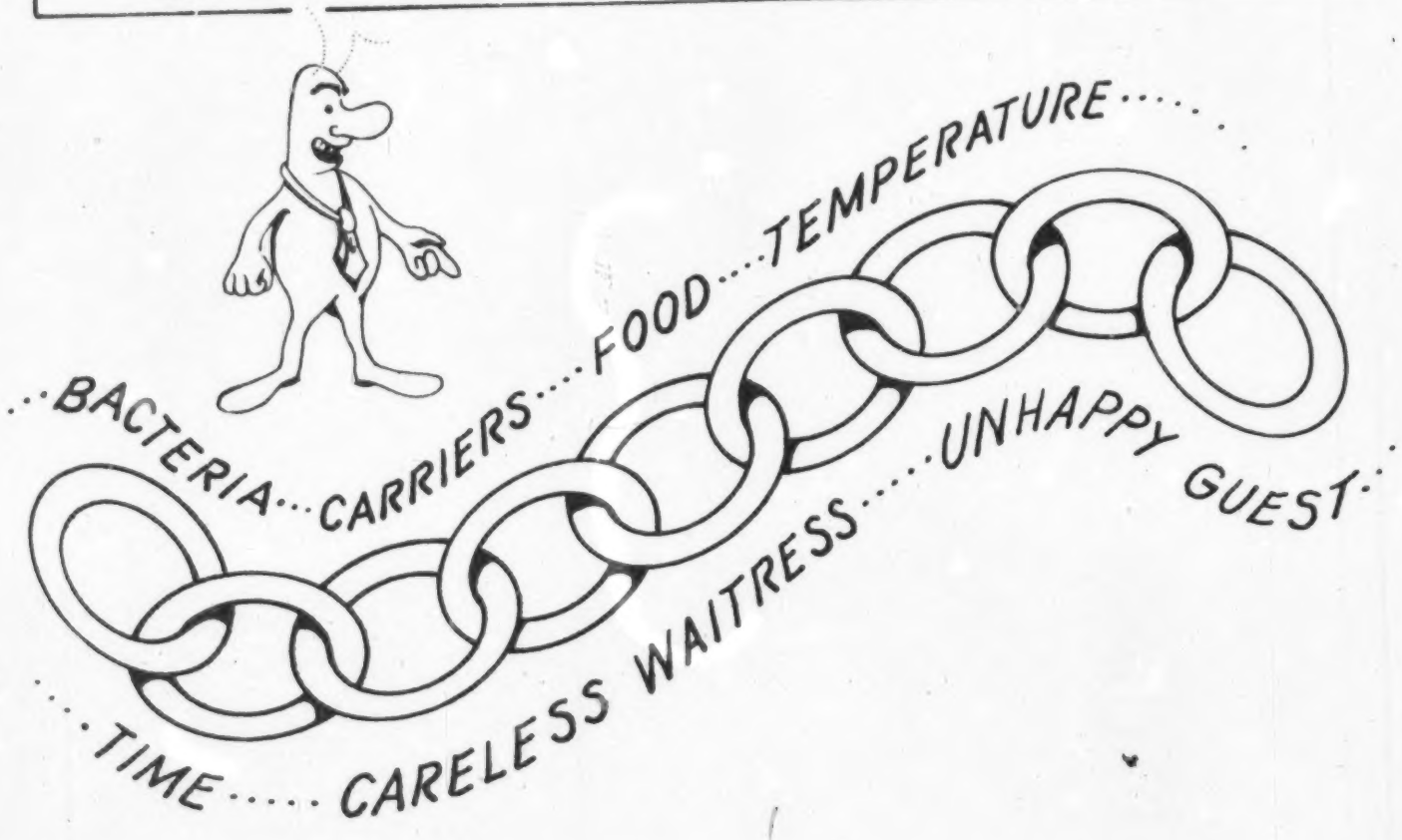
TO REPRIMAND *Effectively*

1. COOL DOWN - *And STAY THAT WAY*
2. MAKE CERTAIN THAT *HE DESERVES IT*
3. TALK TO HIM *IN PRIVATE*
4. BE FIRM *EXPLAIN WHY*
5. SHOW CONFIDENCE *IN HIM !*

The RESULT !

T. VANTREESE, INST MATLS. LAB., U.K., 719-2

Chain of Food Contamination



Break the Chain

OF CONTAMINATION BY

STORING FOOD QUICKLY

SERVING FOOD QUICKLY

GILMORE, INST. MATL LAB. UK. 7/78-8

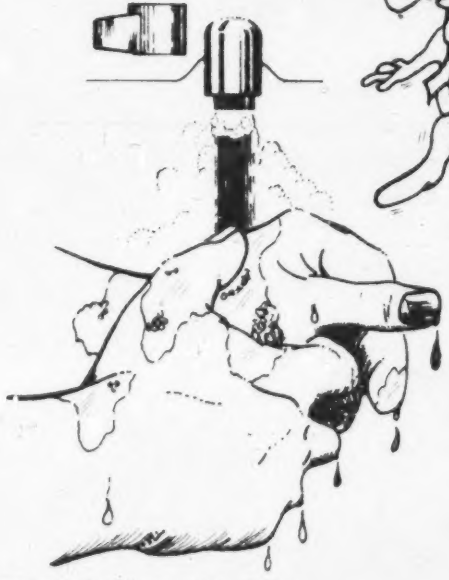
Break the Chain

BY FRUSTRATING THE BACTERIA

THROUGH

CLEANLINESS OF UTENSILS

ELIMINATION OF INSECTS AND RODENTS



CLEANLINESS OF HANDS

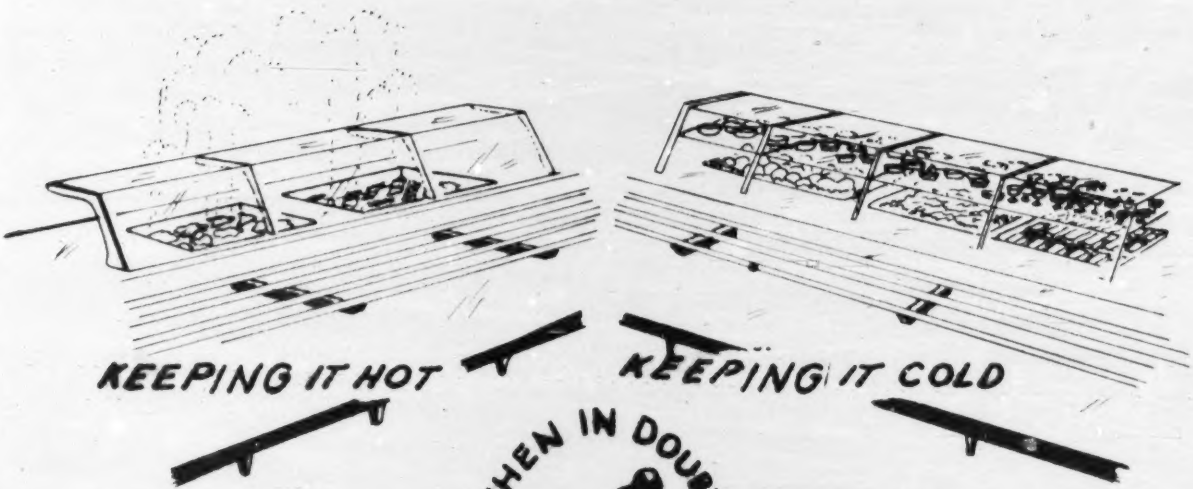
CLEANLINESS OF FOODS

DILMORE INST MATL LAB UK PCB-F

Break the Chain

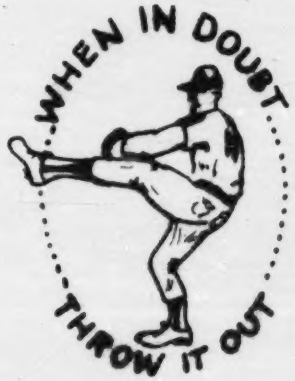
-BY-

KEEPING FOOD COVERED



KEEPING IT HOT

KEEPING IT COLD



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Break the Chain

BY HAVING

CLEAN AND EFFICIENT PERSONNEL

WAITRESS

WAITER

SERVING
SATISFIED CUSTOMERS

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